

**IN THE CLAIMS:**

Please amend the claims as follows, substituting any amended claim(s) for the corresponding pending claim(s):

1 1. (Currently Amended) A method for processing a voice message, comprising:  
2       storing one or more voice representations, wherein each voice representation corresponds to  
3       a word or phrase and is associated with a score;  
4       storing one or more actions;  
5       receiving a voice message;  
6       analyzing the voice message to determine if one or more of the stored voice representations  
7       occur in the voice message and to generate a total score associated with the voice message; and  
8       performing one or more of the stored actions based on the total score if one or more of the  
9       stored voice representations are found to occur in the voice message.

1 2. (Original) The method of claim 1, wherein each of the stored voice representations is a  
2       phoneme representation of a word or phrase.

1 3. (Currently Amended) The method of claim 2, wherein the received voice message is an  
2 analog voice message, the method further comprising:

3 converting the analog voice message from analog to digital; and

4 processing the digitized voice message into phonemes;

5 wherein [the step of] analyzing the voice message to determine if one or more of the stored  
6 voice representations is are used [,] includes comparing the phonemes from the voice message with  
7 one or more of the stored voice representations.

1 4. (Currently Amended) The method of claim 1, further comprising [the steps of]:

2 the user specifying one or more words or phrases;

3 storing a voice representation of each of the user specified words or phrases; and

4 wherein in [the step of] analyzing the voice message, the stored voice representations include  
5 the stored voice representations of the user specified words or phrases.

1 5. (Currently Amended) The method of claim 1, further comprising [the steps of]:

2 the user specifying one or more actions, wherein the actions are to be performed in the event

3 one or more of the voice representations is are found in the voice message;

4 storing the user specified one or more actions; and

5 wherein in [the step of] performing one or more of the stored actions, the stored actions  
6 include the user specified actions.

1       6. (Currently Amended) The method of claim 1, wherein the stored one or more actions  
2       include[s] marking the message as urgent.

1       7. (Currently Amended) The method of claim 1, wherein the stored one or more actions  
2       include[s] calling a pager.

1       8. (Currently Amended) The method of claim 1, wherein the stored one or more actions  
2       include[s] forwarding the voice message.

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1       9. (Original) The method of claim 1, wherein the voice message is received over a telephone  
2       line.

1 10. (Currently Amended) A method for analyzing voice information received from a person over  
2 a communications line, comprising:  
3       storing one or voice representations, where each voice representation corresponds to a word  
4       or phrase and is associated with a score;  
5       storing one or more actions;  
6       receiving voice information from a person over a communications line;  
7       analyzing the voice information from the person to determine if one or more of the stored  
8       voice representations occur in the voice information received from the person and to generate a total  
9       score associated with the voice message; and  
10      performing one or more of the stored actions based on the total score if the voice information  
11      is found to include one or more of the stored voice representations.

1 11. (Original) The method of claim 10, wherein each of the stored voice representations is a  
2 phoneme representation of a word or phrase.

1 12. (Currently Amended) The method of claim 11, wherein the received voice information is  
2 analog voice information, the method further comprising:

3 converting the analog voice information from analog to digital; and

4 processing the digitized voice information in phonemes;

5 wherein [the step of] analyzing the voice information to determine if one or more of the  
6 stored voice representations [is] are used [,] includes comparing the phonemes from the voice  
7 information with one or more of the stored voice representations.

1 13. (Currently Amended) The method of claim 10, further comprising [the steps of]:

2 a user specifying one or more words or phrases;

3 storing a voice representation of each of the user specified words or phrases; and

4 wherein in [the step of] analyzing the voice information, the stored voice representations

5 include the stored voice representations of the user specified words or phrases.

1 14. (Currently Amended) The method of claim 10, further comprising [the steps of]:

2 the user specifying one ore more actions, wherein the actions are to be performed in the event

3 one or more of the stored voice representations [is] are found in the voice information;

4 storing the user specified actions; and

5 wherein in [the step of] performing one or more of the stored actions, the stored actions

6 include the user specified actions.

1 15. (Currently Amended) The method of claim 10, wherein:  
2 receiving voice information comprises receiving voice information during a call; and  
3 the one or more actions include compiling statistics on the call.

1 16. (Original) The method of claim 10, wherein the communications line is a telephone line.

1 17. (Currently Amended) An apparatus for processing a voice message, comprising:  
2 a storage device for storing one or more voice representations where each voice representa-  
3 tion corresponds to a word or phrase and is associated with a score, and for storing one or more  
4 actions; and  
5 a processor for receiving a voice message, analyzing the voice message to determine if one  
6 or more of the stored voice representations occur in the voice message and to generate a total score  
7 associated with the voice message, and performing one or more of the stored actions based on the  
8 total score if one or more of the stored voice representations [is] are found to occur in the voice  
9 message.

1 18. (Original) The apparatus of claim 17, wherein each of the voice representations is a phoneme  
2 representation of a word or phrase.

1 19. (Currently Amended) The apparatus of claim 18, further comprising:  
2 an analog to digital converter for converting an analog voice message from analog to digital;  
3 and  
4 wherein the processor is further for processing the digitized voice message into phonemes  
5 and comparing the phonemes from the voice message with one or more of the stored voice  
6 representations.

1 20. (Original) The apparatus of claim 17, further comprising:  
2 a user interface for receiving user specified words or phrases;  
3 wherein the storage device is further for storing a voice representation of each of the user  
4 specified words or phrases; and  
5 wherein in analyzing the voice message the stored voice representations include the stored  
6 one or more voice representations of the one or more user specified words or phrases.

1 21. (Currently Amended) The apparatus of claim 17, further comprising:  
2 a user interface for receiving user specified actions, wherein the actions are to be performed  
3 in the event one or more of the stored voice representations [is are found in the voice message; and  
4 wherein the storage device is further for storing the user specified actions.

1 22. (Original) The apparatus of claim 17, wherein the apparatus is connected to a telephone line,  
2 and the processor is capable of receiving the voice message over the telephone line.

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1 23. (Currently Amended) An apparatus for analyzing voice information received from a person  
2 over a communications line, comprising:

3 a storage device for storing one or more voice representations, where each voice  
4 representation corresponds to a word or phrase and is associated with a score, and for storing one  
5 or more actions; and

6 a processor for receiving voice information from a person over a communications line,  
7 analyzing the voice information to determine if one or more of the stored voice representations occur  
8 in the voice information received from the person and to generate a total score associated with the  
9 voice message, and performing one or more of the stored actions based on the total score if the voice  
10 information is found to include one or more of the stored voice representations.

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1 24. (Original) The apparatus of claim 23, wherein each of the voice representations is a phoneme  
2 representation of a word or phrase.

1 25. (Original) The apparatus of claim 24, wherein the received voice information is analog voice  
2 information, further comprising:

3 an analog to digital converter for converting the analog voice information from analog to  
4 digital; and

5 wherein the processor is further for processing the digitized voice information into phonemes  
6 and comparing the phonemes from the voice information with one or more of the stored voice  
7 representations.

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1 26. (Currently Amended) The apparatus of claim 23, further comprising:

2 a user interface for receiving information regarding user specified words or phrases;

*A9* 3 wherein the storage device is further for storing a voice representation of each of the user  
4 specified words or phrases; and

5 wherein in analyzing the voice message the stored voice representations include the stored  
6 one or more voice representations of the one or more user specified words or phrases.

1 27. (Currently Amended) The apparatus of claim 23, further comprising:

2 a user interface for receiving information regarding user specified actions, wherein the  
3 actions are to be performed in the event one or more of the voice representations [is] are found in  
4 the voice information; and

5 wherein the storage device is further for storing the user specified actions.

1 28. (Currently Amended) The apparatus of claim 23, wherein:  
2 the voice information is received during a call; and  
3 the one or more actions include compiling statistics on the call.

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1 29. (Original) The apparatus of claim 23, wherein the processor is capable of receiving the voice  
2 information over a telephone line.

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1 30. (Currently Amended) A method for processing a voice message, comprising:  
2 storing one or more actions;  
3 receiving a voice message;  
4 analyzing the voice message to determine if the voice message exhibits a predetermined  
5 pattern of speech, the predetermined pattern of speech representing at least one of a tone of speech  
6 in the voice message and a frequency of the speech in the voice message; and  
7 performing one or more of the stored actions, if the predetermined pattern of speech is found  
8 to occur in the voice message.

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1 31. (Original) The method of claim 30, further comprising:  
2 converting the analog voice message from analog to digital; and  
3 processing the digitized voice message into phonemes.

1 32. (Currently Amended) The method of claim 30, further comprising [the steps of]:

2 the user specifying one or more actions, wherein the actions are to be performed in the event

3 the predetermined pattern of speech is found in the voice message;

4 storing the user specified one or more actions; and

5 wherein in [the step of] performing one or more stored actions, the stored actions include

6 the user specified actions.

1 33. (Original) The method of claim 30, wherein the stored actions include marking the message  
2 as urgent.

1 34. (Original) The method of claim 30, wherein the stored actions include calling a pager.

1 35. (Original) The method of claim 30, wherein the stored actions include forwarding the voice  
2 message.

1 36. (Original) The method of claim 30, wherein the voice message is received over a telephone  
2 line.

1 37. (Currently Amended) A method for analyzing voice information received from a person over  
2 a communications line, comprising:

storing one or more actions;

4 receiving voice information from a person over a communications line;

5 analyzing the voice information from the person to determine if the voice information

6 exhibits a predetermined pattern of speech, the predetermined pattern of speech representing at least

7 one of a tone of speech in the voice message and a frequency of the speech in the voice message; and

8 performing one or more of the stored actions if the voice information is found to exhibit the

9 predetermined pattern of speech.

1 38. (Original) The method of claim 37, further comprising:

2 converting the voice information from analog to digital; and

3 processing the digitized voice information into phonemes.

1 39 (Currently Amended) The method of claim 37, further comprising [the steps of:

the user specifying one or more actions, wherein the actions are to be performed in the event

one or more of the voice representations [is] are found in the voice information:

4 storing the user specified one or more actions; and

5 wherein in [the step of] performing one or more stored actions, the stored actions include

## 6 the user specified actions

1 40. (Original) The method of claim 37, wherein the communications line is a telephone line.

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1 41. (Currently Amended) An apparatus for processing a voice message, comprising:  
2 a storage device for storing information regarding a predetermined pattern of speech, and for  
3 storing one or more actions, the predetermined pattern of speech representing at least one of a tone  
4 of speech in the voice message and a frequency of the speech in the voice message; and  
5 a processor for receiving a voice message, analyzing the voice message to determine if the  
6 voice message exhibits the predetermined pattern of speech, and performing one or more of the  
7 stored actions if the voice message is found to exhibit the predetermined pattern of speech.

1 42. (Currently Amended) The apparatus of claim 41, further comprising:  
2 a user interface for receiving user specified actions, wherein the actions are to be performed  
3 in the event the voice information is found to exhibit the predetermined pattern of speech; and  
4 wherein the storage device is further for storing the user specified actions.

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1 43. (Original) The apparatus of claim 41, wherein the apparatus is connected to a telephone line  
2 and wherein the processor is capable of receiving the voice information over the telephone line.

1 44. (Currently Amended) An apparatus for analyzing voice information received from a person  
2 over a communications line, comprising:

3 a storage device for storing information regarding a predetermined pattern of speech, and for  
4 storing one or more actions, the predetermined pattern of speech representing at least one of a tone  
5 of speech in the voice message and a frequency of the speech in the voice message; and  
6 a processor for receiving voice information from a person over a communications line,  
7 analyzing the voice information to determine if the voice information exhibits the predetermined  
8 pattern of speech, and performing one or more of the stored actions if the voice information is found  
9 to exhibit the predetermined pattern of speech.

1 45. (Original) The apparatus of claim 44, further comprising:

2 a user interface for receiving information regarding user specified actions, wherein the  
3 actions are to be performed in the event the voice information is found to exhibit the predetermined  
4 pattern of speech; and  
5 wherein the storage device is further for storing the user specified actions.

1 46. (Original) The apparatus of claim 44, wherein the apparatus is connected to a telephone line  
2 and wherein the processor is capable of receiving the voice information over the telephone line.

1 47. (Currently Amended) An apparatus for processing a voice message, comprising:  
2       means for storing one or more voice representations, wherein each voice representation  
3       corresponds to a word or phrase and is associated with a score, and for storing one or more actions;  
4       means for receiving a voice message; and  
5       means for analyzing the voice message to determine if one or more of the stored voice  
6       representations occur in the voice message and to generate a total score associated with the voice  
7       message, and performing one or more of the stored actions based on the total score, if one or more  
8       of the stored voice representations [is] are found to occur in the voice message.

1 48. (Currently Amended) An apparatus for analyzing voice information received from a person  
2       over a communications line, comprising:  
3       means for storing one or more voice representations, where each voice representation  
4       corresponds to a word or phrase and is associated with a score, and for storing one or more actions;  
5       means for receiving voice information from a person over a communications line; and  
6       means for analyzing the voice information from the person to determine if one or more of  
7       the stored voice representations occur in the voice information received from the person and to  
8       generate a total score associated with the voice message, and performing one or more of the stored  
9       actions based on the total score if the voice information is found to include one or more of the voice  
10      representations.

1 49. (Currently Amended) An apparatus for processing a voice message, comprising:  
2 means for storing one or more actions;  
3 means for receiving a voice message; and  
4 means for analyzing the voice message to determine if the voice message exhibits a  
5 predetermined pattern of speech, and performing one or more of the stored actions, if the  
6 predetermined pattern of speech is found to occur in the voice message, the predetermined pattern  
7 of speech representing at least one of a tone of speech in the voice message and a frequency of the  
8 speech in the voice message.

1 50. (Currently Amended) An apparatus for analyzing voice information received from a person  
2 over a communications line, comprising:  
3 means for storing one or more actions;  
4 means for receiving voice information from a person over a communications line; and  
5 means for analyzing the voice information from the person to determine if the voice  
6 information exhibits a predetermined pattern of speech, and performing one or more of the stored  
7 actions if the voice information is found to exhibit the predetermined pattern of speech, the  
8 predetermined pattern of speech representing at least one of a tone of speech in the voice message  
9 and a frequency of the speech in the voice message.

1 51. (Currently Amended) A computer readable medium whose contents cause a computer to  
2 perform a procedure for processing a voice message comprising [the steps of]:

3 receiving a voice message;

4 analyzing the voice message to determine if one or more stored voice representations occur  
5 in the voice message, wherein each voice representation corresponds to a word or phrase and is  
6 associated with a score, wherein analyzing the voice message comprises generating a total score  
7 associated with the voice message; and

8 performing one or more stored actions based on the total score if one or more of the stored  
9 voice representations are determined to occur in the voice message.

1 52. (Currently Amended) A computer readable medium whose contents cause a computer to  
2 perform a procedure for processing voice information comprising [the steps of]:

3 receiving voice information from a person over a communications line;

4 analyzing the voice information from the person to determine if one or more stored voice  
5 representations occur in the voice information, wherein each voice representation corresponds to a  
6 word or phrase and is associated with a score, wherein analyzing the voice message comprises  
7 generating a total score associated with the voice message; and

8 performing one or more stored actions based on the total score if one or more of the stored  
9 voice representations are determined to occur in the voice information.

1 53. (Currently Amended) A computer readable medium whose contents cause a computer to  
2 perform a procedure for processing a voice message comprising [the steps of]:

3 receiving a voice message;

4 analyzing the voice message to determine if the voice message exhibits a predetermined  
5 pattern of speech, the predetermined pattern of speech representing at least one of a tone of speech  
6 in the voice message and a frequency of the speech in the voice message; and

7 *Allo* performing one or more stored actions, if the predetermined pattern of speech is determined  
8 to occur in the voice message.

1 54. (Currently Amended) A computer readable medium whose content cause a computer to  
2 perform a procedure for processing voice information comprising [the steps of]:

3 receiving voice information from a person over a communications line;

4 analyzing the voice information from the person to determine if the voice information  
5 exhibits a predetermined pattern of speech, the predetermined pattern of speech representing at least  
6 one of a tone of speech in the voice message and a frequency of the speech in the voice message; and

7 performing one or more stored actions if the voice information is determined to exhibit the  
8 predetermined pattern of speech.